

TERN BAY COMMUNITY DEVELOPMENT DISTRICT



MEETING AGENDA

AUGUST 12, 2025

PREPARED BY:

JPWARD & ASSOCIATES, LLC, 2301 N.E. 37TH STREET, FORT LAUDERDALE, FL 33308

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TERN BAY COMMUNITY DEVELOPMENT DISTRICT

August 5, 2025

Board of Supervisors

Tern Bay Community Development District

Dear Board Members:

The Regular Meeting of the Board of Supervisors of the Tern Bay Community Development District will be held on **Thursday, August 12, 2025, at 10:00 A.M.** at the **Heritage Landing Golf & Country Club, Clubhouse, 14601 Heritage Landing Boulevard, Punta Gorda, Florida 33955.**

The following Webex link and telephone number are provided to join/watch the meeting.

<https://districts.webex.com/districts/j.php?MTID=ma853454e4b4ea4d39d1a53d97a2107dc>

Access Code: **2332 441 0960**, Event password: **Jpward**

Or phone: **408-418-9388** access code **2332 441 0960**, password: **Jpward** to join the meeting.

The Public is provided two opportunities to speak during the meeting. The first time is on each agenda item, and the second time is at the end of the agenda, on any other matter not on the agenda. These are limited to three (3) minutes and individuals are permitted to speak on items not included in the agenda.

Agenda

1. Call to Order & Roll Call.
2. Discussion and Presentations on Guardhouse Operations options.
 - I. EntrancelQ Presentation.
 - II. [Alosant](#) Presentation.

PLEASE NOTE THAT YOU MUST JOIN THE MEETING BY WEBEX IN ORDER TO VIEW THE PRESENTATION, AS WEBEX WILL BE USED FOR THE PRESENTATION.

BOARD MEMBERS - YOU MUST BRING YOUR LAPTOP WITH YOU TO THE MEETING, AND ENSURE BEFORE THE MEETING THAT YOU HAVE THE WEBEX APP DOWNLOADED/INSTALLED ON YOUR LAPTOP, AND UPDATED WITH THE CURRENT VERSION OF THE APP.

THE PUBLIC CAN VIEW THE PRESENTATION BY CLICKING ON THE LINK ABOVE TO BE ABLE TO VIEW THE PRESENTATION. VENDORS WILL NOT BE AT THE MEETING LOCATION FOR AN IN-PERSON PRESENTATION.

3. Public Comments:

Public comment period is for items NOT listed on the agenda, and comments are limited to three (3) minutes per person and assignment of speaking time is not permitted; however, the Presiding Officer may extend or reduce the time for the public comment period consistent with Section 286.0114, Florida Statutes.

4. Adjournment.

Staff Review

The first order of business is to call the meeting to order and conduct the roll call.

The second order of business are presentations on Guardhouse Operations options by EntranceIQ, and Alosant. A representative of the firm will be on Webex for the presentation.

You must bring your laptop with you to the meeting and join Webex to be able to participate/view the presentation. The meeting room scheduled for the meeting does NOT have the ability to view the presentation from a TV monitor.

There are (5) key areas of the presentation for the CDD to focus on:

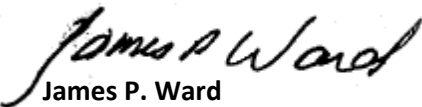
1. Gatehouse Visitor Access
2. Resident Application (both web based and phone application)
3. Vehicle Access
4. License Plate Recording
5. Reporting

The Board will have time following the presentation to deliberate as to how to proceed with this item.

If you have any questions and/or comments before the meeting, please do not hesitate to contact me directly by phoning (954) 658-4900.

Yours Sincerely,

Tern Bay Community Development District


James P. Ward
District Manager

**Work Smarter, not Harder with
EntrancelQ!**

ADAPTABLE VISITOR MANAGEMENT

EntrancelQ revolutionizes visitor management; a secure, swift solution ensuring quick, accountable gatehouse check-ins for absolute peace of mind.



ROBUST & RELIABLE



**BUDGET-FRIENDLY
STRATEGIES**



BEYOND BASIC



ADAPT & THRIVE



**EXPANDED
INTEGRATION
CAPABILITIES**



**OPTIMIZED ENTRY
PROCESSING**



**COMPREHENSIVE
ADD-ONS**



**USER-FRIENDLY
LEARNING**



SCALABLE SYSTEM

EQ

EntranceIQ

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free demo today!

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**Effortless
Integration**

**Advanced
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**Nonstop
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**Visit EntrancelQ.net to schedule your free demo today!
or call 561-503-4500**



Reduce speeding in your community with **real-time speed monitoring** and **automated ticketing**. The system pays for itself through efficient traffic regulation and fine collection, with **no additional staff required**.



Streamline access with seamless Napco integration. **Sync resident credentials** and **automate entry** with no duplicate data entry. Supports future integrations with other leading access systems—**flexible, secure, and built to scale**.

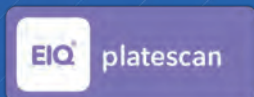


PLATE RECOGNIZER

Enhance security with PlateScan powered by Plate Recognizer. Quickly **identify vehicles** using **license plate recognition**, helping guards spot unauthorized cars and **reduce entry errors**. Improve gate efficiency, and lay the foundation for **future automated access**.



A **cost-effective alternative** to full-time security personnel **during after-hours**, boosting security in **gated communities** with any **guard service**.



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**Work Smarter, not Harder
with EntrancelQ!**

ADAPTABLE VISITOR MANAGEMENT

A smart, all-in-one system built for gated communities, HOAs, and property managers—designed to deliver peace of mind, efficiency, and control.

EQ secure

**FOR YOUR
SECURITY**



Streamlined **guest check-in** process for gated communities with optional **QR code** and **driver's license scanning**.

EQ manage

**FOR YOUR
ADMINISTRATION**



Robust **administrative tool** for gated communities. It simplifies resident and guest management, detailed profiling, and data handling, ensuring efficient and secure community operations.

EQ connect

**FOR YOUR
RESIDENTS**



Your user-friendly **resident app** for smartphones and computers. It streamlines managing resident accounts, guests, vehicles, and notifications, enhancing convenience and security.

RAPID REGISTRATION

NONSTOP SUPPORT

COMPREHENSIVE ACCESS

EFFORTLESS INTEGRATION

ADVANCED SECURITY

DEVICE AGNOSTIC

What is Alosant?

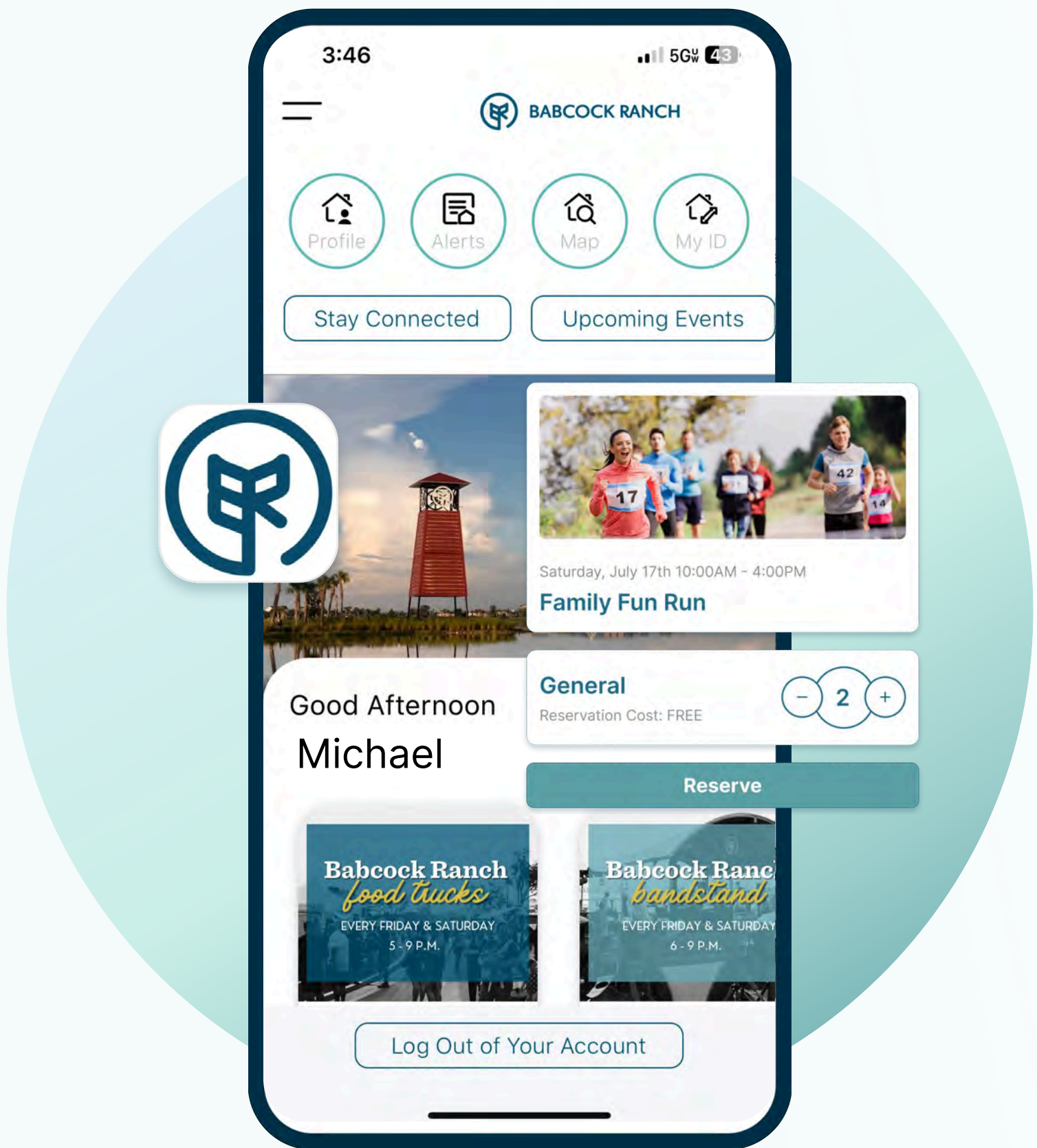
Alosant ResX™ is your community-branded app that brings everything together in one place for home shoppers and residents, creating a sense of belonging and accelerating home sales.

Our platform personalizes every touchpoint—whether through push notifications, events, or onsite visits—eliminating friction and making interactions more engaging and memorable.

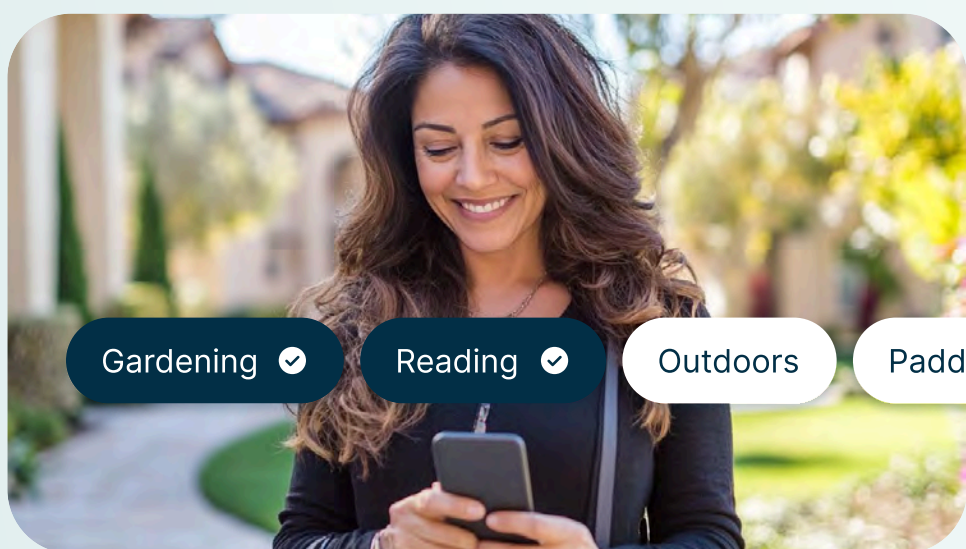
Alosant helps us easily manage high volumes of communications and enhance the overall experience for Bridgeland residents.



Megan Shivers, CMCA, AMS
Community Manager • Bridgeland



Why the Alosant Platform?



Curated to each individual user

Information is delivered based on preferences and interests, powered by deep client insights and AI-driven agility.



Branded to your community


Every touchpoint reflects your community's unique identity to ensure your brand is front and center, delivering a consistent experience for your residents and prospects.



Designed for residential living

The Alosant platform is purpose built for residential communities and offers a simple, intuitive design that anyone can easily navigate.


Explore Alosant Features



Sales & Marketing

Create a living experience that transcends your on-site amenities:


- ✓ Prospect, Pre-Resident, Resident user roles
- ✓ Public user view
- ✓ Real-time push notifications
- ✓ Pre-amenity programming
- ✓ Amenity & model home mapping



Lifestyle Solutions

Foster a rich sense of connection to the place your community calls home:

- ✓ Social & wellness programming
- ✓ Reservable events & spaces
- ✓ Sports, courts reservations
- ✓ Trails & wellness mapping
- ✓ Resident led clubs & content



Community Ops & Access

Streamline operations and maximize your community's full value.

- ✓ Mobile Access Control
- ✓ POS management
- ✓ Document management
- ✓ Form & waiver capture
- ✓ Lifestyle, Wellness and AR Maps

Grow with Alosant

The top **50 fastest-growing communities** in the United States consistently choose Alosant.

Questions? Reach out.
alosant.com/contact-us

alosant

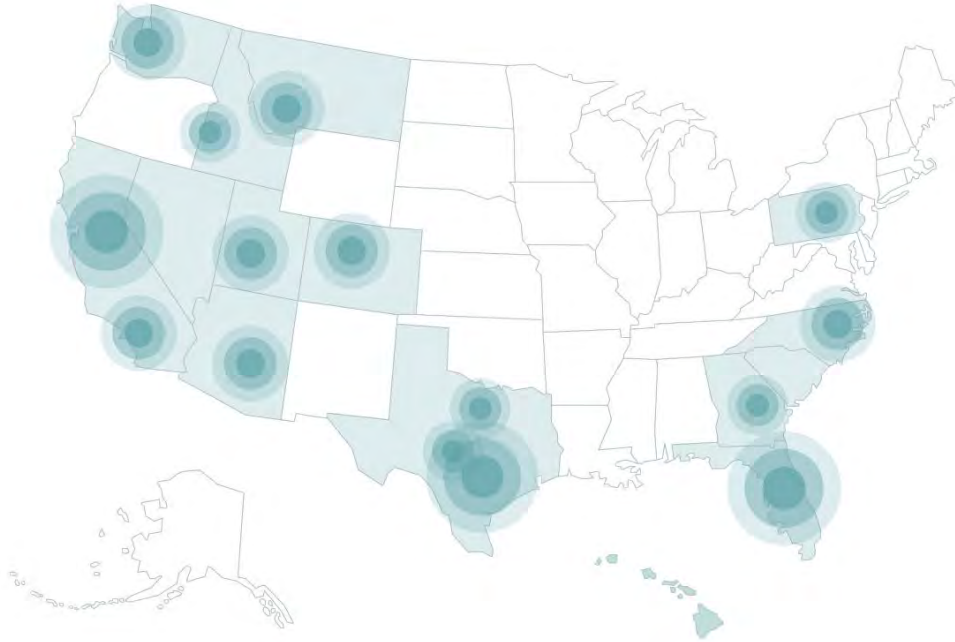
From Finding a Home to Loving Your Community

The technology leader for the fastest growing top 50.



Bringing real people together in real places

with personalized and authentic touch points.



100+

Partnering with over 100 communities nationwide.

300K+

Engaging with over 300,000 community members.

40M+

Managing over 40 million personalized interactions.





Consumer obsessed, tech enabled

Deliver the most comprehensive,
customer-first solutions available.

Designed for residential living

The Alosant app offers a
simple, intuitive design
that anyone can navigate.

Branded to each company

Every touchpoint reflects
your community's unique
identity and keeps your
brand front and center.

Your community passport

Engagement is tailored to
individual preferences and
interests using deep client
insights and AI agility.



Alosant Community Apps

4 experiences, 75+ features, limitless solutions



Communication



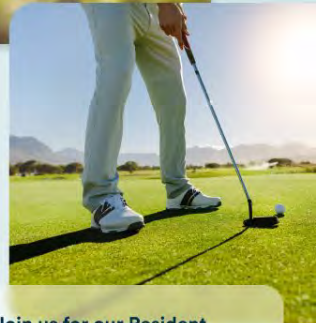
Events & Places



Access Control

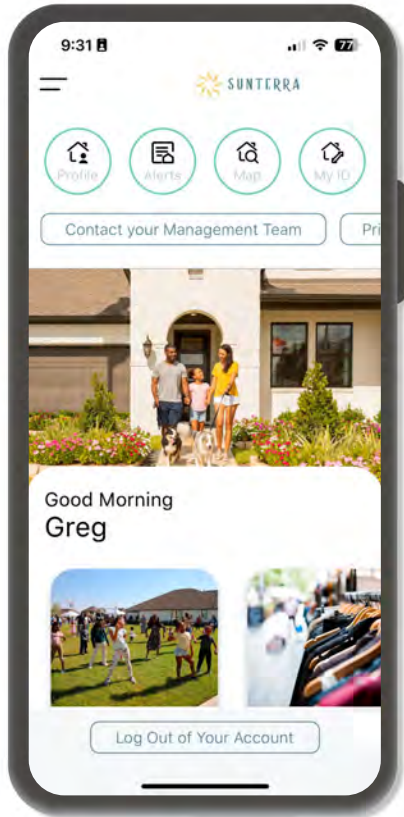


Marketplace



Join us for our Resident
appreciation party!
RSVP today in the EverBe app.





Mobile App

Resident Experience

Available on any screen



Web Browser



Display Screens



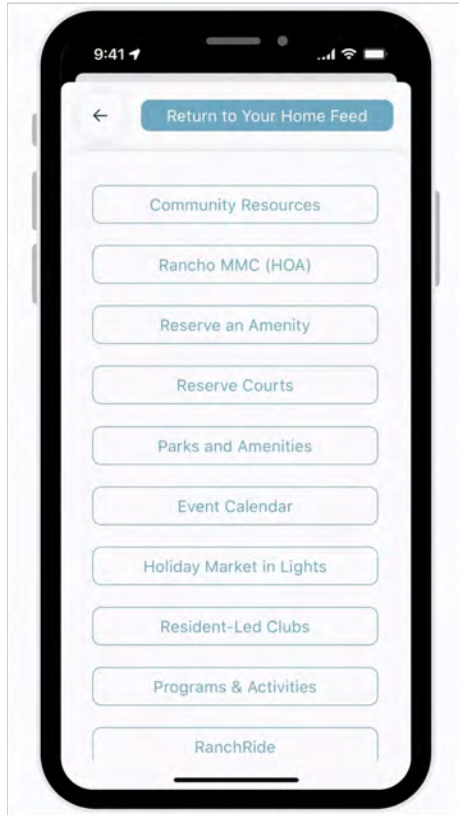


Communication

Always informed & connected

🔔 Personalized push notifications keep each person in the loop without information fatigue.

🎯 Residents can easily access everything from newsletters and digital forms, to social groups and community resources.

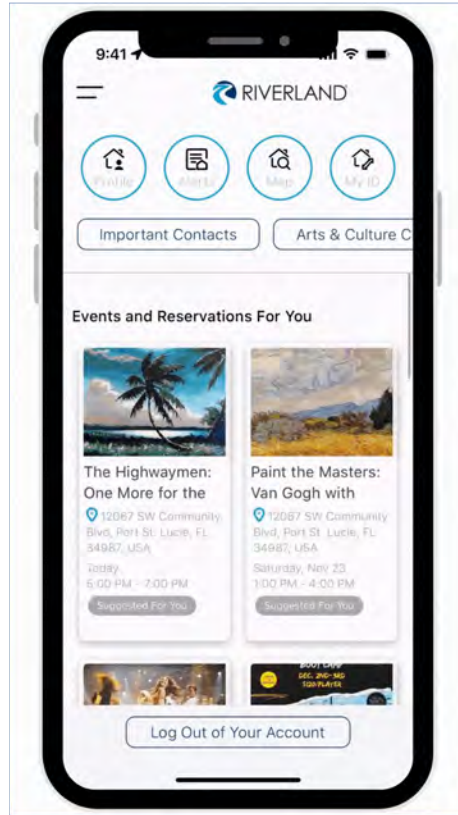


Reservations

Seamless, hassle-free booking

Deliver an exceptional consumer experience with clear and easy-to-follow processes for any reservation type.

In-app payments and refunds allow a secure checkout experience when paying for events, services, or reservations.



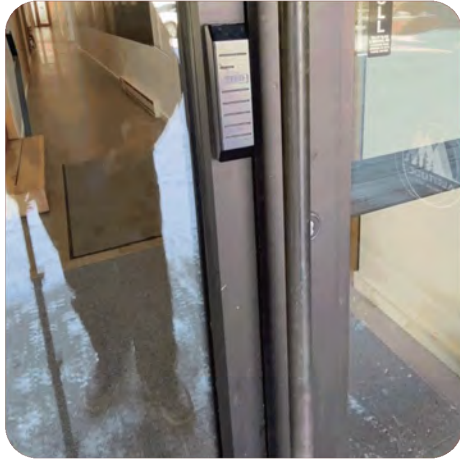
Events

The platform with it all

Whether it's a large paid event or a small gathering, your residents will always know what's happening and where to go—avoiding stress and confusion.

They can easily find, save, follow, reserve, get directions, and pay for any event all in one place.

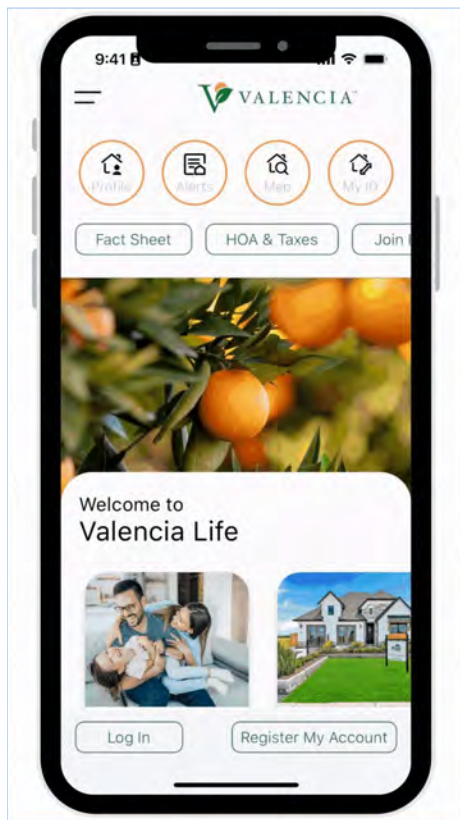
Access Control



Create an open door policy

Make it easy for residents to access any space securely—set location-based permissions as well as issue, suspend and revoke credentials remotely.

Mirror existing systems and your HOA database to provide residents with the appropriate access to secure community spaces.

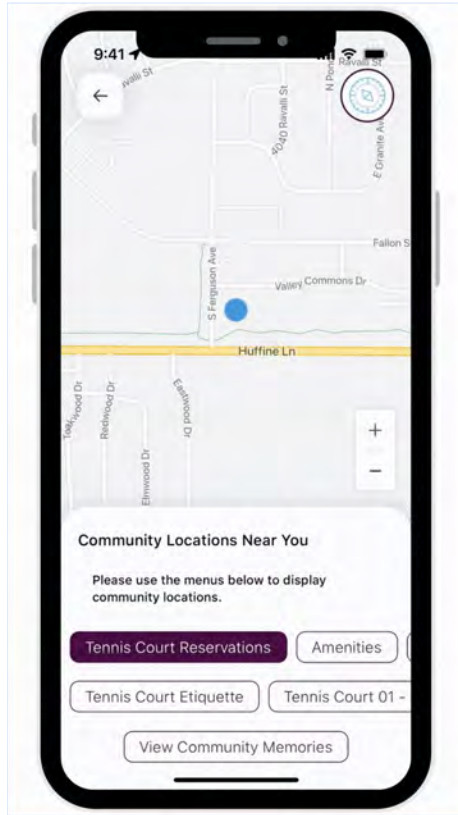


Prospect View

Builder inventory at their fingertips


Provide homebuyers the relevant information they need to buy a home.

The Alosant platform provides access to builder inventory pages directly from the app creating a seamless experience between your community and your home builders.



Mapping

Never lost again

 Mapping integrations provide a full overview of the community. Tap for directions via walking, driving, biking and public transit.

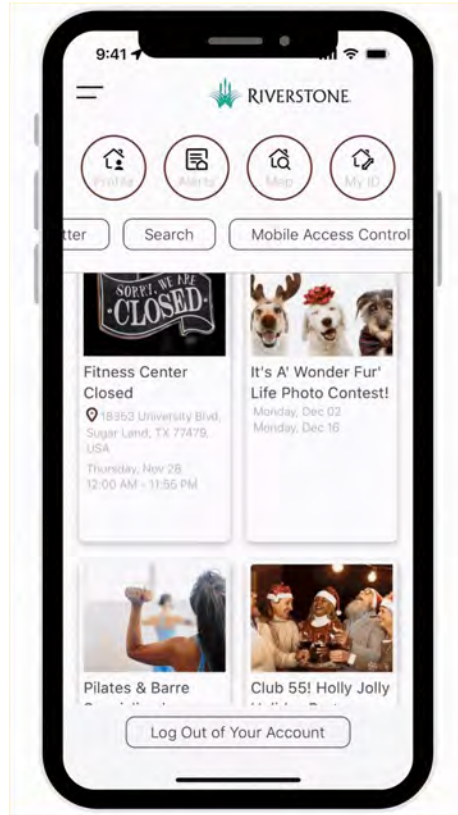
- Overlay community locations and spaces
- Add trails, parks and schools
- Showcase model homes
- Feature local businesses

Information in one place

Store and sort all kinds of documents to create seamless membership and ownership experiences.

Easily find what you're looking for with document search:

- HOA documents
- Compliance policies and guidelines
- Governing documents
- Financials





Forms & Waivers

Click, submit, done

Make it simple for residents and prospects to share information digitally with dynamic workflows. Add smart buttons to any interaction in Alosant for information such as:

- Legal documents
- Waivers
- Event attendee details
- Contest submissions



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Communication Features

COMMUNICATION

Branded Navigation

Every community app is made just for your community and is an extension of your existing marketing strategy.

Features

Branded experience

Extend your brand in the app with custom colors, logos, and imagery for a cohesive, on-brand experience.

Visually driven menus

Tap into amenities, events, and destinations through clean, image-based tiles.

Immersive browsing

Discover what's around with a gallery-style layout that invites exploration.

Curated visual storytelling

Highlight key moments, venues, and seasonal experiences through your messaging.

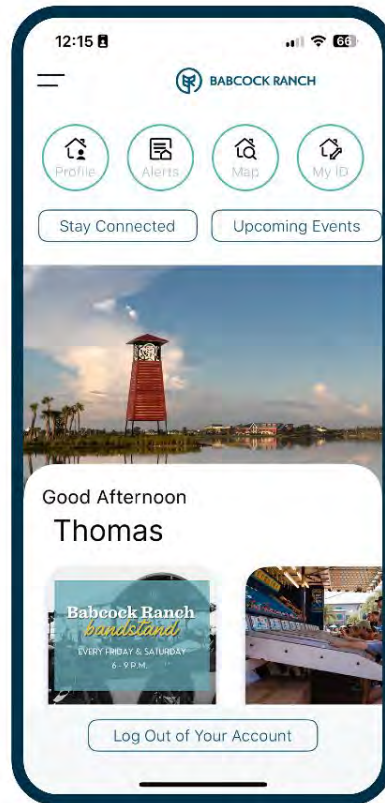
Benefits

Bring your branding to life

Every design element reinforces your unique identity.

Creates Lasting Impressions

Visual storytelling makes the experience personal and unforgettable.



COMMUNICATION

Push Notifications



Côta Vera sends an average of one weekly push notification tailored to user roles—ranging from fitness reservations to community updates.

Features

Targeted messaging

Tailor notifications to what's relevant for each person to cut through the noise and avoid fatigue.

Custom call-to-action

Personalize CTAs to promote urgency and drive user engagement.

Customizable content

Customize the content, tone, and timing of notifications to match community needs.

Pre-scheduled & automated alerts

Automatically send messages without manual setup, like confirmation, waitlist, and cancellation alerts.

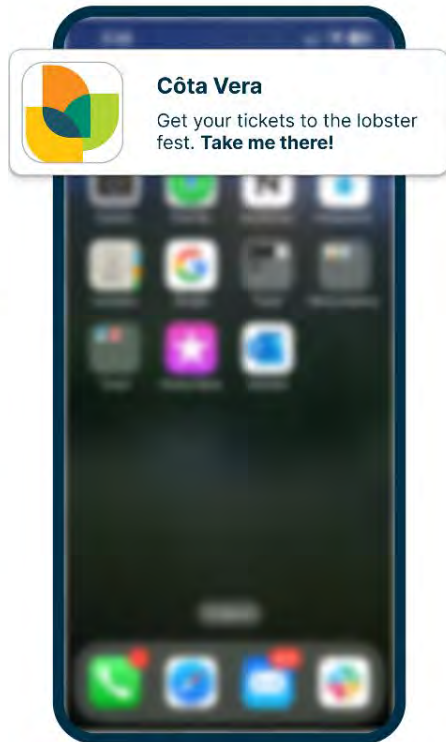
Benefits

Increased community value

Residents and shoppers stay informed and connected, improving satisfaction.

Increased community engagement

Residents and shoppers get notified about what matters most, boosting engagement.



COMMUNICATION

Newsletters



Kiawah River saves time by streamlining newsletters and sharing key updates directly through the app.

"SOOOOOOO much easier than before, you have no idea, WOW! Maybe now I can get back to a normal workday."

Kiawah River Staff

Features

Email marketing

Ability to send customized, targeted emails to residents and prospects.

Interest-based distribution lists

Intelligent grouping based on in-app behavior you can use in newsletter distribution.

Email analytics

Access to performance data - who received, opened and clicked emails.

Dynamic newsletter capabilities

Turn static newsletters into real-time, engaging content in the app.

Benefits

Personalized delivery

Tailored content by user role, preference, or location.

Action-driven engagement

Links directly to in-app actions (RSVPs, bookings, or forms).



COMMUNICATION

Large Screen Display

A prominent Reno, NV community uses on-site screens to share bulletins and event photos—a resident favorite feature.



Features

Community bulletin board

Display available events and amenities to drive engagement & activities.

Real-time communications

Utilize your screens in every amenity as a way to keep everyone onsite informed.

Event highlights

Use your screens as an image gallery to showcase the best of your events.

Community connection

Display reservations by last name so others can easily find and join friends.

Benefits

Boost engagement & FOMO

Encourages participation and creates an environment buyers love.

Enhance community atmosphere

Promotes a vibrant, active community at every opportunity.

COMMUNICATION

Resident Clubs & Groups



On Top of the World efficiently manages over 200 resident clubs and groups through their Alosant-powered app, reducing staff overhead.

Features

Admin Permissions

Club leaders can manage content, events, and approve memberships in the app.

Idea Promotion

Communities can gauge interest in clubs and share ideas to attract members.

Segmented club communication

Admin can assist club leaders with sending newsletters and push notifications.

Member-only events

Clubs and groups can host events, promote events on their club page, and restrict RSVPs to members only.

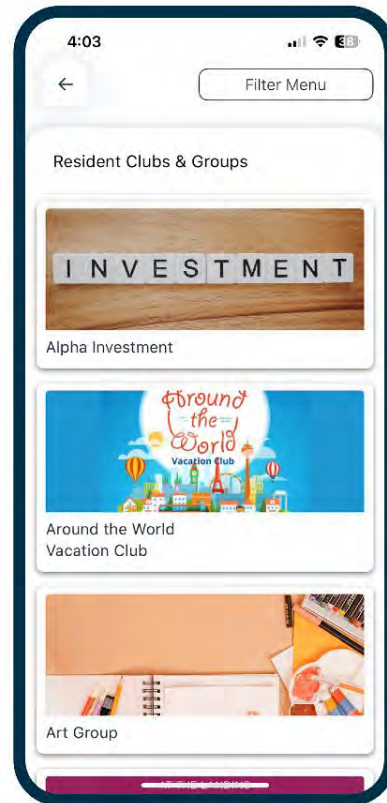
Benefits

Foster deeper connections

Make it easy for like-minded residents to engage and participate in shared interests.

Foster positive social interactions

The community can guide the tone of social clubs to keep them positive.



COMMUNICATION

User Generated Content



Rocking K in Tucson, AZ brings the community together through the app, featuring everything from garage sales to neighborhood pets.

Features

Pet directory

Popular among many communities is connecting residents through their pets.

Lost & found pets

Easily report and track lost and found pets through the app.

Suggest a club

Unite residents around shared interests like fitness, books, and other hobbies.

Garage sales

Allow residents to list items, browse local offerings, and connect with buyers—all in one convenient place.

Seasonal contests

Host seasonal contests in the app, where residents can participate, vote, and celebrate community spirit.

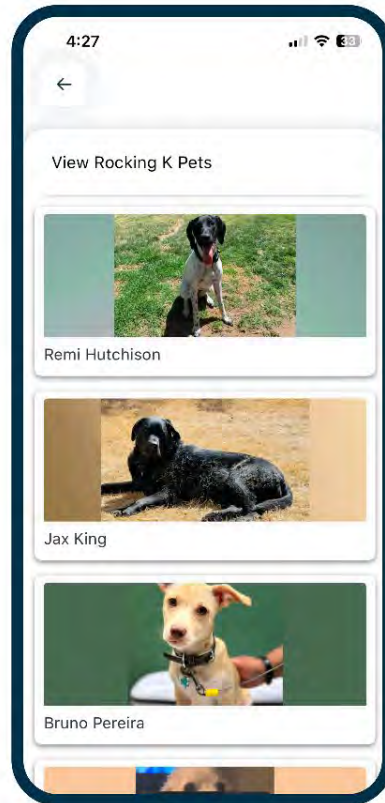
Trading posts

Create a community trading post where residents can buy, sell, or trade items.

Benefits

Foster deeper connections

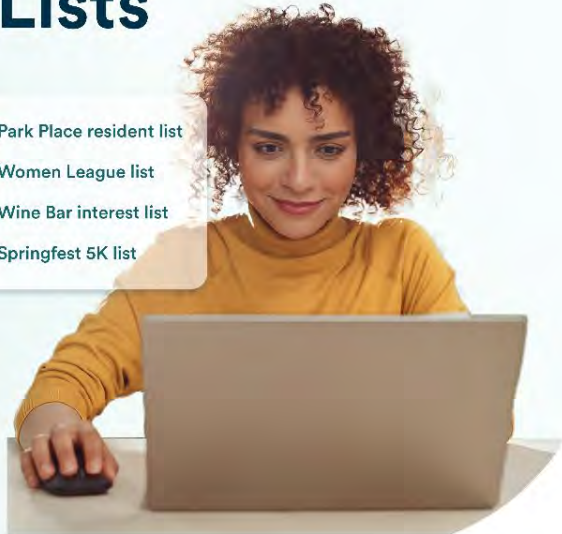
Make it easy for like-minded residents to engage and participate in shared interests.



COMMUNICATION

Automated Lists

- ✓ Park Place resident list
- ✓ Women League list
- ✓ Wine Bar interest list
- ✓ Springfest 5K list



Features

Resident lists

Automatically generate lists based on criteria like neighborhood.

Club membership lists

Automatically generate lists based on criteria like neighborhood.

Marketplace lists

Let guests express interest in businesses through the app, then automatically compile into a list.

Event lists

Create lists of residents and buyers attending events.

Communication lists

Segment and organize lists for targeted outreach.

Benefits

Personalize messaging

Tailor communications to specific user groups.

Efficient outreach & time savings

Automatically segment keeping lists updated in real time, reducing manual work

Event Features

EVENTS

Standard Non-Paid Events



Wolf Ranch promotes its Rhythm & Brews live concert series in the app, held on the second Friday of each summer month.

Features

Flexible event types

One-time, recurring, or multi-day.

Like" to home feed

Save events for quick access and personalization.

Push to followers

Let users push events to their followers' home feeds.

Directions

Open the default map with pinned event location.

Smart buttons

Add CTAs or helpful links like FAQs.

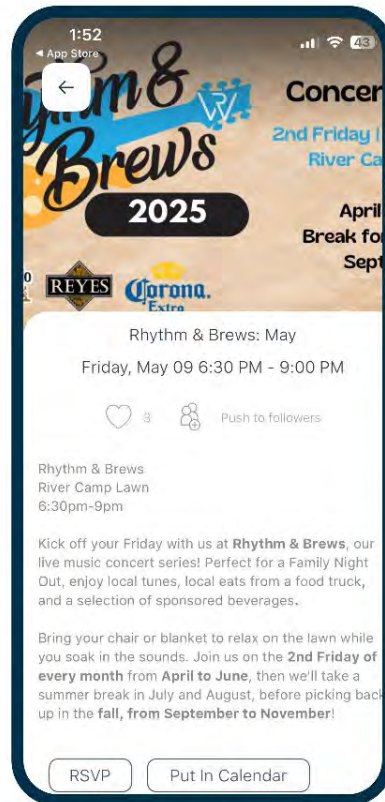
Benefits

Effortless setup

Focus on the experience, not the admin.

Easy discovery

Attendees can find, navigate to, and save events with just a tap.



EVENTS

Managed Events

One prominent community in Reno, NV has managed over 3,000 events in two and a half years through Alosant for their 2,700 residents, guests, and prospects.

Features

Custom reservation types

Set up distinct options (e.g., adult, child) to suit various event categories.

Email confirmation

Auto-generated email confirmation for attendee reservation.

Waitlist

Auto-enabled when the event reaches capacity.

Self & automated check-ins

Use geolocation to track attendee location and enable automatic or manual check-in through the app.

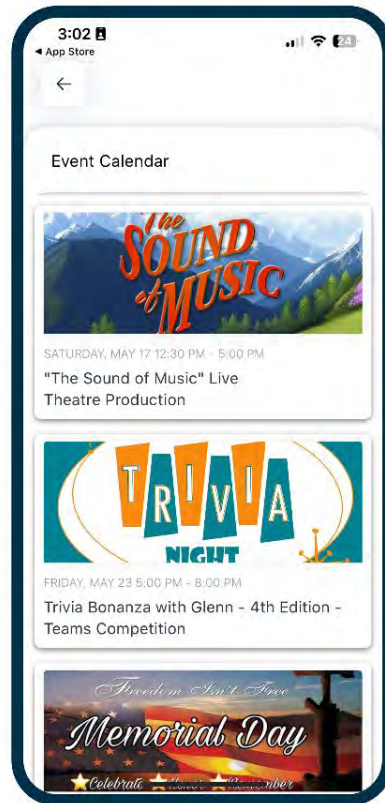
Benefits

Confident planning

Automated tools ensure you maximize attendance without added overhead.

Tailored experience

Residents feel considered, informed, and confident in their event experience.



EVENTS

Event Reservation Capabilities

Features

Recurring events & series

Easily create repeating events or multi-part event series.

Automated attendee grouping

In-app behavior associates attendees who reserve an event into lists.

Flexible pricing & payment

Manage payments via the app with a linked credit card or third-party processor.

Limited bookings

Limit number of bookings per user and set capacity limits at an event level.

Reservation types

Offer reservations for various categories like adults, kids, or pets.

Reminders & notifications

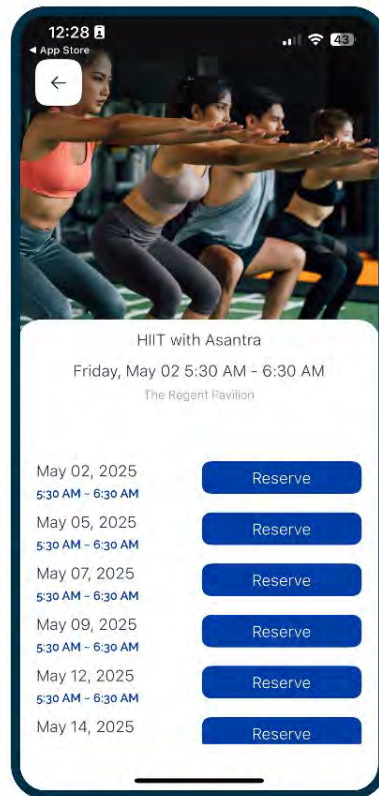
Automated confirmations and reminders via app, email, or push notifications.

Integrated forms & waivers

Create custom workflows to collect info and requirements before the event.

Cancellation restrictions

Set rules for event cancellations, including deadlines and fees.



EVENTS

Paid & Ticketed Events



Each year during Mardi Gras, Riverland hosts the Jammin' Jambalaya Band with 500 seats available—offering premier, reserved, and general admission options.

Features

Conditional event pricing

Set event price based on specific conditions like attendee type or tiered access.

General Ledger (GL) code

Assign GL Code to your Reservation Type to automatically categorize when a ticket is reserved.

Manage refunds & cancellations

Enable rule-based cancellations and refunds directly in the app.

Payment & refund transaction log

Display payments and refunds in the admin made in the app by user, GL code, or time & date.

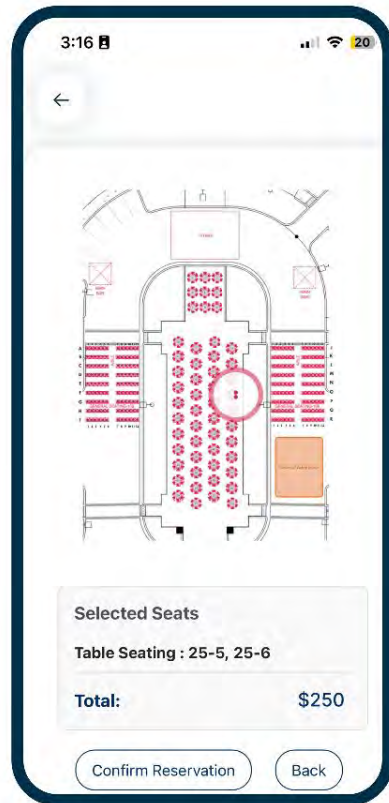
Seated events

Offer assigned seating for ticketed events creating a more organized, personalized experience.

Benefits

Smarter revenue management

Optimize event pricing, track all transactions with clarity, and automate financial categorization using GL codes—making it easy to manage payments, refunds, and reporting at scale.



EVENTS

Social Club Events

Many Alosant communities use social clubs to foster resident connections and give home shoppers an inclusive way to engage early.

Features

Resident-led communications

Club leaders can create and manage their own event content and pages.

Restrict RSVP to club members

Send event invites exclusively to club members.

Segmented messaging

Target newsletters and push notifications to club members.

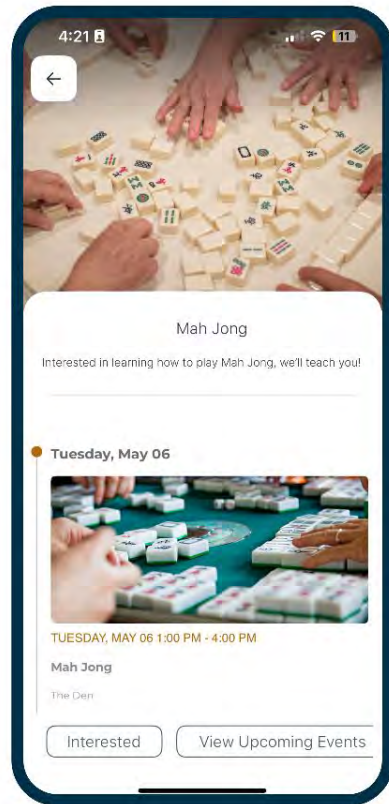
Community oversight

Option to approve all club activity to support positive, friendly interactions.

Benefits

Grow social clubs & deepen connections

Build vibrant communities by equipping club leaders with simple, effective tools to create and manage engaging events.



EVENTS

Conditional Events



Moonlight Basin offers a variety of kids summer programming, where families can register multiple children, verify age groups, and pay directly through the app.

Features

Custom participant info

Collect details like T-shirt size, vehicle type, or age when making a reservation.

Integrated waivers

Secure waiver agreements seamlessly during the reservation process.

Interactive forms

Ensure all requirements are met with in-app forms before completing a reservation.

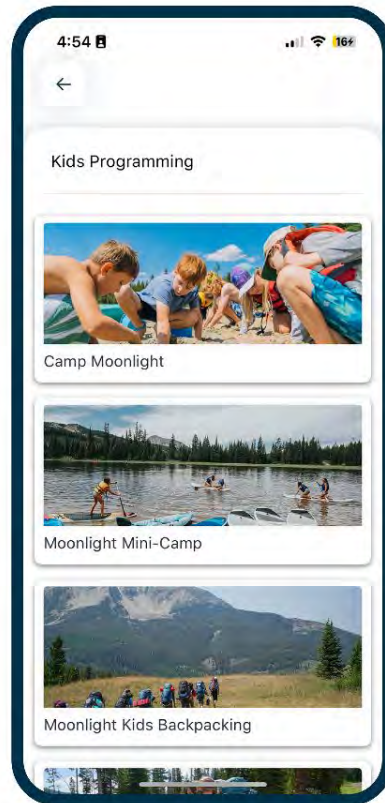
Flexible pricing

Offer flexible pricing options, including “drop-in,” fixed, or pre-paid discounts.

Benefits

Smarter sign-ups

Ensure every participant is ready and eligible, reducing event-day issues and administrative follow-up.



EVENTS

Waitlists

Admins can automate waitlists for hands-free efficiency or manage them manually for greater control.

Features

Automated waitlist activation

Waitlist turns on as soon as the event hits capacity.

Waitlist communication

Prospective attendees receive email confirming waitlist status.

Automated management

When a spot opens, the next person is automatically confirmed and notified.

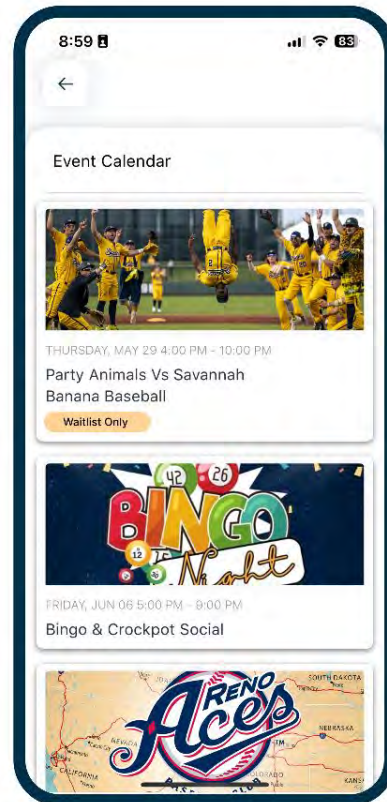
Waitlist export

Admins can download the full waitlist as a CSV for easy tracking.

Benefits

Maximize event participation

Automatically fill open spots, keep residents informed, and ensure every available reservation is used, without manual tracking or follow-up.



Places & Amenities Features

PLACES & AMENITIES

Reservable Places



Riverstone uses Alosant to manage over 25,000 tennis and pickleball court reservations per year.

Features

Booking control

Control access by limiting bookings, setting priority access, and defining how far in advance users can book.

Timetables

Create bookable time slots for residents and home shoppers, with reserved blocks and priority booking options.

Weeks visible

Set schedules and limit bookings per amenity with a clear view of upcoming time slots.

Services & Appointments

Set custom times and prices, and link two providers to one schedule to prevent double-booking.

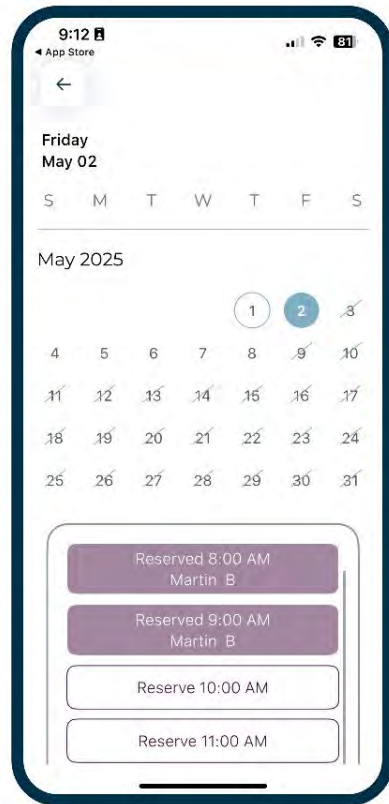
Benefits

Book faster

Empower your community to reserve with confidence and flexibility.

Maximize amenity usage

Optimize amenity use, avoid conflict, and deliver a seamless experience.



PLACES & AMENITIES

Space Rentals



At Kiawah River, residents can effortlessly book cabanas and daybeds at the Spring House pool—right from the app.

Features

Self-serve booking

Easily browse availability and reserve community spaces directly through the app.

Custom approval process

Check and approve booking requests to make sure events meet requirements before confirming.

Flexible payment & deposit

Collect rental fees and security deposits via linked credit card or integrated third-party processors.

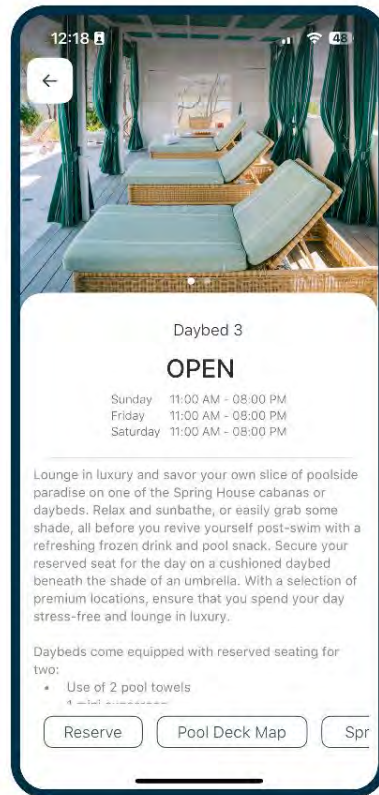
Required document collection

Submit and complete all required documents, including waivers and acknowledgements.

Benefits

Reduce overhead & provide convenience

Space rentals through Alosant simplify booking, uphold community standards, and reduce staff workload for a seamless resident experience.



PLACES & AMENITIES

Fee-based Amenities



At Tradition, users can reserve the Wine Room or Grand Hall as either a club reservation or for a private event.

Features

User-based reservation limits

Set reservation limits based on resident, prospect, or guest status.

Pre-paid passes

Provide the ability to pre-pay for amenities such as fitness classes, personal training, or yoga sessions.

Self-serve payments & refunds

Users can self-facilitate payments and refunds based on cancellation rules.

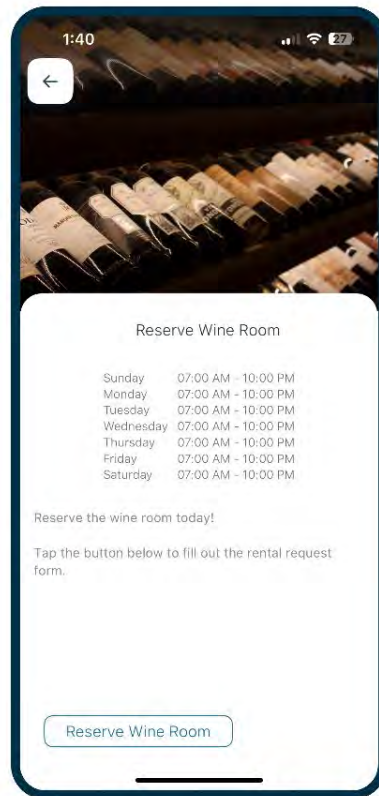
Self & automated check-ins

Use geolocation to know an attendee is close and enable automatic or manual check-in through the app.

Benefits

Seamless payment & access

Provide fair, flexible, and frictionless amenity access and payment processing for everyone at your community.



PLACES & AMENITIES

Wellness Mapping



Babcock Ranch uses Alosant mapping to showcase its amenities, model homes, as well as a network of parks and trails.

Features

Private trails & amenities

Highlight trails, restrooms, parks, and recreation zones only available to your community.

Integrated activity tracker

Users can track distance traveled along community trails, log previous taken routes and add notes.

AR-powered community memories

Build community connections by pinning photos to meaningful spots on the map.

Social groups & clubs connections

Residents can create or join wellness-focused meetups and link them to their maps.

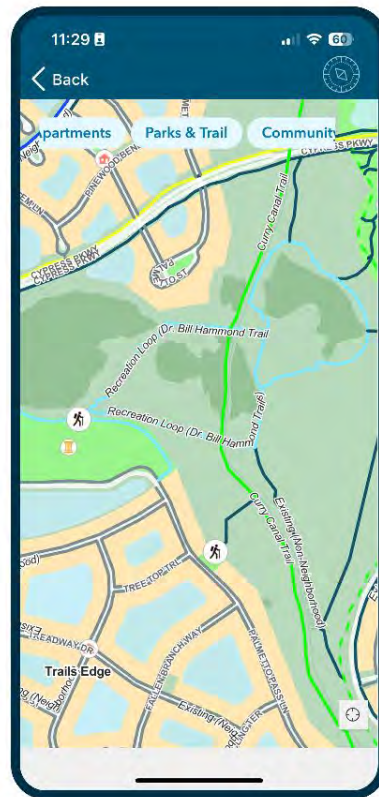
Benefits

Enhance the experience

Foster strong community participation leading to higher satisfaction.

Brand differentiation

Showcase your community's best features for everyone to experience.



PLACES & AMENITIES

Gear Garages

One prominent community offers a fully stocked gear garage—BBQ utensils, bocce sets, e-bikes, and more—all easily reservable through the app.

Features

Self-serve equipment rentals

Residents can browse available gear (like bikes, kayaks, or daily items) and reserve it directly through the app.

Custom time limits & usage rules

Set reservation durations, usage restrictions, and blackout periods to manage demand and fairness.

Integrated payment & deposit collection

Securely collect rental fees or refundable deposits via credit card.

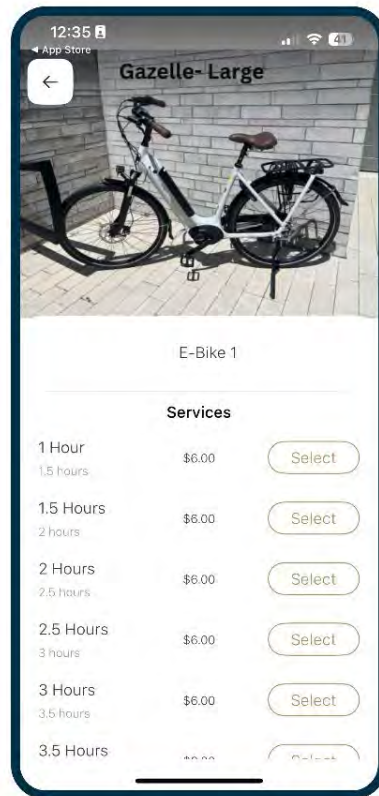
Access control integration

Link reservations to smart locks or keypads for seamless, app-based entry to the gear garage.

Benefits

Convenient and secure rentals

Foster a more active and connected community while reducing the need for personal ownership and storage.



PLACES & AMENITIES

Service Booking



With Riverland, booking a pro lesson is just a tap away; effortless, exclusive, and tailored for VIP treatment.

Features

Multi-service space management

Admins can offer multiple services for a single space, such as massage and facial treatments.

Integrated payments

Securely process payments for services within the app, including fees and deposits.

Customizable service scheduling

Set specific time slots, durations, and approval processes based on the availability of the provider.

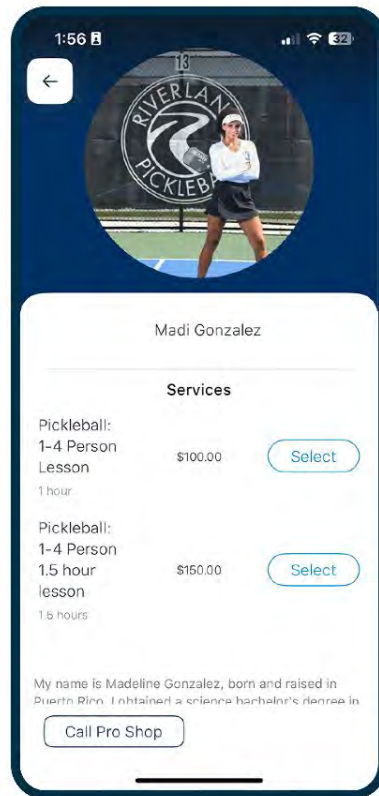
Confirmations & reminders

Automated confirmations and reminders keep residents and guests informed—ensuring they never miss a scheduled service.

Benefits

Effortless scheduling, elevated service

Deliver a seamless, professional experience for residents, shoppers, and providers while reducing administrative workload for staff.



Access Control Features

ACCESS CONTROL

Alosant Access Connector



Riverstone manages 74 access points to over 40 private neighborhoods, giving each resident unique entry to their community and amenities.

Features

Access control system integration

Install hardware seamlessly into your current access control system.

Family & guest access

Manage family and guest access from the Alosant admin or let residents handle it through the app.

Automated permissions

Mirror your existing HOA database to automatically issue, revoke, and suspend access based on status.

Stand-alone access

Integrate a battery-powered wireless access point for reliable connectivity to remote areas.

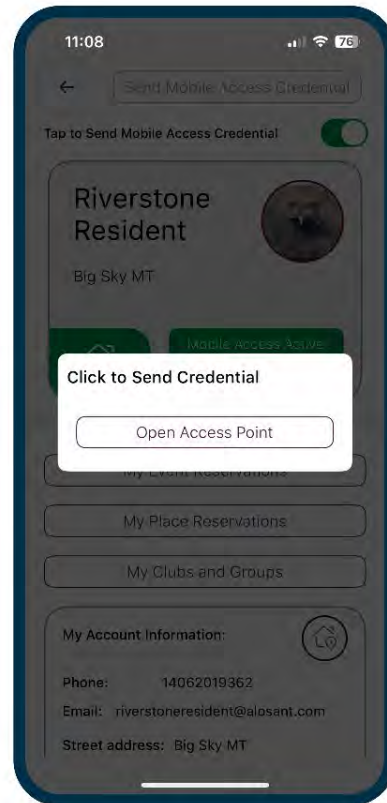
Benefits

Book faster

Empower your community to reserve with confidence and flexibility.

Maximize amenity usage

Optimize amenity use, avoid conflict, and deliver a seamless experience.



ACCESS CONTROL

OneCredential Mobile ID



Seven Hills uses color-coded OneCredential IDs to manage pool access and easily identify who's in the pool.

Features

MyID entry

Open any gate with a click or shake from a resident, guest, or shopper's device.

Personalized access

Bring everything residents and shoppers care about: events, reservations, social clubs, and access, into one easy-to-use screen.

Family & guest access

Let residents manage their own access with team oversight & guest restrictions.

Color-coded user ID

Color-code MyID for quick visual identification of user types, access levels, and other classifications.

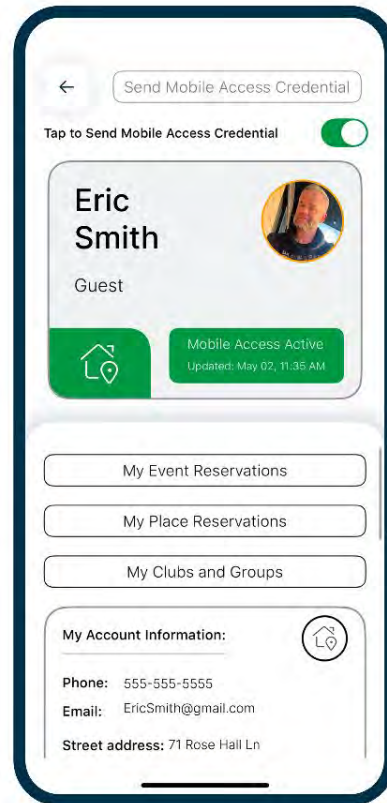
Benefits

Streamlined experience

Enable faster, hassle-free access for residents and guests.

Enhanced security

Prevent unauthorized access and enhance resident peace of mind.



Community Management Features

COMMUNITY MANAGEMENT

Admin Features

A leading community in Texas easily manages vendors through the Admin, allowing them to review and sponsor events, creating a new revenue stream for the community.

Features

Manage user profiles

Capture and organize resident or shopper details & requests with customer fields and templates.

Find & store documents

Store and maintain HOA documents and PDFs in a searchable library for residents and staff.

Review activity feed

Track user activity in real time with filters for date, user, and activity type.

Provide restricted admin access

Let admins, such as Club, Marketplace, or custom roles, manage restricted features in the backend.

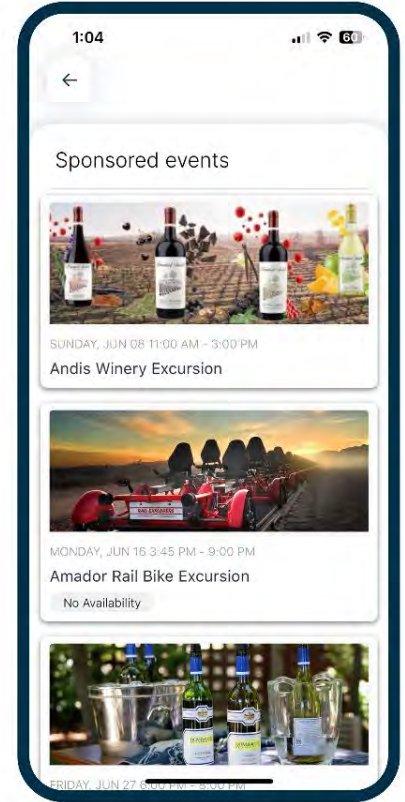
Benefits

Streamlined operations

Reduce time spent tracking down information, improving staff efficiency.

Improved transparency & access

Find the right HOA documents, fostering clarity and trust across the community.



COMMUNITY MANAGEMENT

Service Request



Amblebrook at Gettysburg elevated their Stay & Play program by adding in-app communication and service through fillable forms and chat.

Features

Submit Requests

Residents and home shoppers can easily request profile updates or assistance through the app.

Automated staff notifications

Ensure the right staff member receives the right request with automated notifications.

Admin reply to chat

Respond directly to user messages, keeping comms organized and efficient.

Collect important information

Enable residents & shoppers to submit important info, including waivers, via fillable forms in the app.

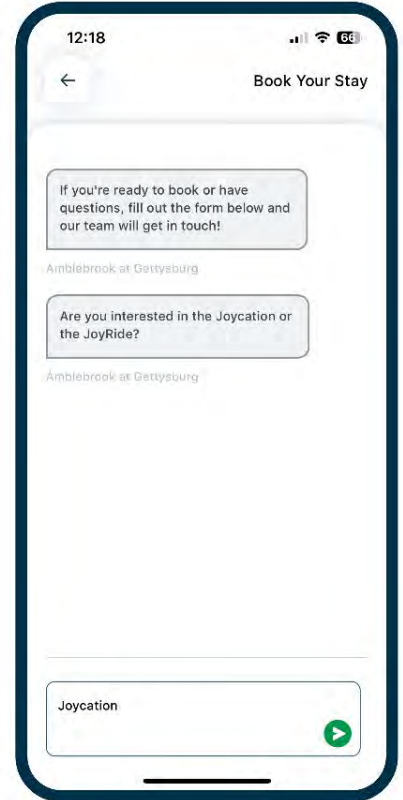
Benefits

Streamlined communication

Deliver clear, real-time communication tailored to residents and shoppers.

Improved satisfaction

Handle every request with care, making each person feel valued.



COMMUNITY MANAGEMENT

Document Management



Serrano El Dorado brings clarity by curating HOA documents for each of its villages, automatically assigning the right files to each resident based on their neighborhood.

Features

HOA document library

Store and manage documents in a searchable library for easy resident and staff access.

Signed Waivers

Quickly collect and store required user waivers.

Important information collection

Enable residents & shoppers to submit important info via fillable forms in the app.

Benefits

Simplified processes

Centralize documents, waivers, and forms for faster, easier access and submission.

Stronger engagement

Enable residents and homebuyers to easily share content and stay connected.



COMMUNITY MANAGEMENT

Call-to-Action Buttons

Call-to-action buttons are highly versatile and can be used in many ways throughout your app.

Features

Initiate a call

Tap to call from your mobile device. Label the button to identify where the call will go.

Open a browser

Tap the button to open a third party website or a different page within the app.

Image gallery

Browse a collection of images showcasing anything in your community.

Make a payment

Connect to a third party payment system or pay directly in the app.

Password Manager

Store passwords like resident portal credentials for easy app access to other programs.

Initiate a text

Tap the text button to open your messaging app to start a conversation.

Open email app

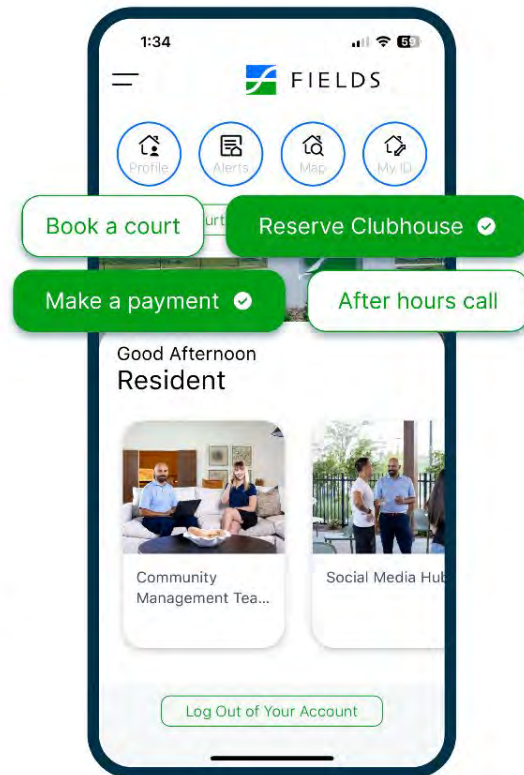
Create an email with pre-filled address and optional default message.

File download

Download a document directly to your mobile device.

Initiate workflow

Tap the button to instantly trigger an action, like filling out a form.





alosant